



MONASH University

FIT9006
Information technology management

Unit Guide

Semester 2, 2009

The information contained in this unit guide is correct at time of publication. The University has the right to change any of the elements contained in this document at any time.

Last updated : 25 Jul 2009

Table of Contents

<u>FIT9006 Information technology management - Semester 2, 2009</u>	1
<u>Chief Examiner:</u>	1
<u>Lecturer(s) / Leader(s):</u>	1
<u>Caulfield</u>	1
<u>Gippsland</u>	1
<u>Additional communication information:</u>	1
<u>Introduction</u>	2
<u>Unit synopsis</u>	2
<u>Learning outcomes</u>	2
<u>Contact hours</u>	2
<u>Workload</u>	2
<u>Unit relationships</u>	3
<u>Relationships</u>	3
<u>Teaching and learning method</u>	4
<u>Timetable information</u>	4
<u>Tutorial allocation</u>	4
<u>Unit Schedule</u>	4
<u>Unit Resources</u>	6
<u>Prescribed text(s) and readings</u>	6
<u>Recommended text(s) and readings</u>	6
<u>Required software and/or hardware</u>	6
<u>Equipment and consumables required or provided</u>	7
<u>Study resources</u>	7
<u>Assessment</u>	8
<u>Overview</u>	8
<u>Faculty assessment policy</u>	8
<u>Assignment tasks</u>	8
<u>Examination</u>	9
<u>Due dates and extensions</u>	9
<u>Late assignment</u>	9
<u>Return dates</u>	9
<u>Appendix</u>	10

FIT9006 Information technology management - Semester 2, 2009

Chief Examiner:

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Senior Lecturer

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Contact hours: Friday: 3pm to 5pm

Gippsland

Mr Mortuza Ali

Additional communication information:

Students are studying FIT9006 at Caulfield campus and by off-campus learning. Discussion groups are available in the unit's MUSO/Blackboard site to allow you to share thoughts and questions related to the content and delivery of the unit. It is advisable to use these discussion groups as the first point of contact for such questions so that all students have the benefit of the answer.

Communications about personal matters, such as requests for extensions, study problems or the like, should be directed to your lecturer by email, telephone or meeting. [It is best to make an appointment by email or phone with Kerry if you want to set up a meeting to discuss personal matters].

Introduction

Welcome to *FIT9006 IT Management* for Semester 2, 2009. This 6-point unit is one of the foundation units in Master of Business Information Systems (MBIS) course, and its predecessors, the Master of Business Systems (MBusSys), and the Master of Information Management and Systems (MIMS). The unit has been designed to provide you with an understanding of the contexts within which information technologies are used in organisations, and the challenges posed by IT management. It explores many aspects of IT management, with emphasis on the relationship between theoretical knowledge and its practical application, using cases and real examples. The concepts developed in this unit are extended in a range of level 5 units with a management focus.

Unit synopsis

This unit presents IT management as a project-based activity, oriented to fulfilling corporate goals, meeting business operational requirements and delivering value for an organisation. Core concepts are established: strategic contexts of IT management, systems, information systems, systems development, business processes and modelling, and IT as support for core business processes. An overview of project management processes, tools and techniques used for software development projects follows. IT-related issues and trends posing complex challenges to management and organisation of the IT resource in contemporary organisations are explored. Ethics in IT management is a central theme.

Learning outcomes

Upon completion of this unit, students will have had the opportunity to acquire knowledge and understanding of:

1. The strategic contexts of IT management, including: the strategic value and impacts of IT; the strategy process; the need to effectively align business strategy and IT strategy; the value of a portfolio approach to managing IT investments and mitigating risk; the critical importance of a customer-centric approach to IT strategy; and key management roles and relationships (eg CEO-CIO).
2. The more common business processes, and the role that IT can play in managing these processes and in providing information systems that are appropriate for an organisation's operational needs.
3. The technical processes of a generic SDLC model, contract development, outsourcing and package purchase as alternative approaches to providing information systems.
4. The project management processes related to in-house and contract software development, software outsourcing, package acquisition and implementation.
5. The requirements for ongoing management of the IT infrastructure of an organisation that takes appropriate advantage of technological innovation to address the short-term and long-term objectives of the business.
6. IT professional ethics, and ethical issues in the management and use of IT within organisations.

Contact hours

Lectures and tutorials: 3 hrs/week

Workload

For on campus students, weekly workload commitments involve a total of 12 hours, including:

- a two-hour lecture;
- a one-hour tutorial (requiring preparation in advance); and
- an average of 9 hours of out-of-class time, involving reading, class preparation, assignment work, revision, and computer-based activities.

- You will need to allocate up to 5 hours per week in some weeks, for use of a computer, including time for newsgroups/discussion groups.

Off-campus students generally do not attend lecture and tutorial sessions, however, you should plan to spend equivalent time working through the relevant resources and participating in discussion groups each week.

Unit relationships

Relationships

FIT9006 is a core 'Foundation unit' in the Master of Business Information Systems, the Master of Business Systems and the Master of Information Management and Systems programs, and is a prerequisite for many of the advanced units in these degrees. You may not study this unit and IMS9043 in your degree.

Teaching and learning method

FIT9006 provides students with a comprehensive set of study notes, readings, tutorials to facilitate your learning. The lectures and tutorials will build on these teaching resources rather than reproduce them, and are an opportunity for you to raise questions.

Lectures: Emphasis in lectures will be given to providing an overview of the concepts and discussing some of the debates that these issues provoke. You are expected to read through the study notes and readings as an adjunct to the lecture, as two hours is far too short to cover all the important concepts in detail.

Tutorials: Each week's material is accompanied by a set of tutorial questions that take various forms:

1. Exercises to test how well you have understood the content.
2. Cases that help develop deeper understanding of IT management issues as they occur in industry.
3. Practical tasks developing skill with applications and their use for IT management.

You will be expected to have completed all or a subset of the tutorial tasks prior to attending the class. Tutorials are very short and, to use the time constructively to support your learning, the focus will be on discussing your answers and questions. Normally your lecturer will advise you which questions will be addressed during the tutorial class.

The two assignments will provide you with feedback of your grasp of the content as well as record a mark toward your final grade.

Timetable information

For information on timetabling for on-campus classes please refer to MUTTS, <http://mutts.monash.edu.au/MUTTS/>

Tutorial allocation

On-campus students should register for tutorials/laboratories using the Allocate+ system:

<http://allocate.cc.monash.edu.au/>

Unit Schedule

Week	Topic	Study guide	Key dates
1	Unit overview & Strategic contexts of IT management	Tutorials	No tutes this week
2	IT Strategy and Business Strategy	IT/IS failures	Tutorials commence this week
3	Business/organisational processes	Organisational strategies: a resource-based view	
4	Business process management and IT	Aligning IT strategy with business strategy	
5	IT project/systems failure	Modelling business processes 1	
6	IT Provisioning	Modelling business processes 2	Assignment 1 due (28 Augustl)
7	IT outsourcing	IT/IS project management 1	
8	IT/IS Project Management overview	IT/IS project management	

FIT9006 Information technology management - Semester 2, 2009

		2	
9	Ethics for IT professionals	IT/IS project management 3	
10	Legal Issues for IT professionals	IT outsourcing	
Mid semester break			
11	IT project team	Ethical issues for IT/IS professionals	Assignment 2 due (9 October)
12	Managing IT in organisations	Legal issues for IT/IS professionals	
13	IT strategy review. Revision and Unit Evaluation	Exam revision	Semester 2 ends

Unit Resources

Prescribed text(s) and readings

There is no single prescribed text book, as no one text adequately covers the range of topics that we deal with in FIT9006. Some useful texts on IT management and related topics are listed below under 'Further reading'. Other weekly readings are available on the Library web site, in the FIT9006 reading list.

Recommended text(s) and readings

Further reading

- Applegate, Lynda M., Austin, Robert D. & McFarlan, F. Warren. (2007). *Corporate information strategy and management: Text and cases*. (7th ed.). Boston, MA: McGraw-Hill/Irwin. ISBN 0072947756.
- Avison, David & Torkzadeh, Reza. (2009). *Information systems project management*. Thousand Oaks, CA: Sage. ISBN: 9781412957021.
- Frenzel, Carol W. & Frenzel, John C. (2004). *Management of information technology*. (4th ed.). Boston, MA: Thomson, Course Technology. ISBN 0-619-03417-3.
- Fuller, Mark A., Valacich, Joseph S. & George, Joey F. (2008). *Information systems project management: A process and team approach*. Upper Saddle River, NJ: Pearson Prentice Hall. ISBN: 013145417X; 9780131454170.
- Gelinas, Ulric J. & Dull, Richard B. (2008). *Accounting information systems*. (7th ed.). Mason, OH: Thomson South-Western. ISBN 0324378832; 9780324378825.
- Hoffer, Jeffrey A., George, Joey F. & Valacich, Joseph S. (2008). *Modern systems analysis and design*. (5th ed.). Upper Saddle River, NJ: Pearson Prentice-Hall. ISBN 9780132240765.
- Martin, E. Wainright, Brown, Carol V., DeHayes, Daniel W., Hoffer, Jeffrey A., Perkins, William C. (2005). *Managing information technology*. (5th ed.). Upper Saddle River, N.J.: Pearson-Prentice Hall. ISBN 0-13-145443-9.
- McManus, John & Wood-Harper, Trevor. (2003). *Information systems project management: Methods, tools and techniques*. Harlow, Eng.: Prentice Hall/ Financial Times.
- Pearlson, Keri & Saunders, Carol S. (2006). *Managing and using information systems: A strategic approach*. (3rd ed.). Hoboken, NJ: Wiley. ISBN 0-471-71538-7.
- Reynolds, George W. (2007). *Ethics in information technology*. (2nd ed.). Australia; UK; Thomson, Course Technology. ISBN 1418836311.
- Schwalbe, Kathy. (2007). *Information technology project management*. (5th ed.). Boston, MA: Thomson Course Technology. ISBN 9781423901457; 1423901452.
- Turban, Efraim, Leidner, Dorothy, McLean, Ephraim & Wetherbe, James. (2008). *Information technology for management: Transforming organizations in the digital economy*. (6th ed.). Hoboken, NJ: Wiley.

Required software and/or hardware

To access weekly lecture and tutorial materials, students will need access to an *Adobe Acrobat reader*, and Microsoft Office software.

Microsoft Project will be the project management software used, and *Microsoft Visio* will be used for preparing charts and diagrams for tutorials and assignments. Students may also use other relevant drawing or other software they have access to, eg *SmartDraw*.

Off-campus students will be provided with academic licenses for these products. On-campus students may use the software in the computer labs.

Alternatively, software may be purchased at academic price at good software retailers on provision of evidence of enrolment (your current student card).

Equipment and consumables required or provided

Students studying off-campus are required to have the minimum system configuration specified by the Faculty as a condition of accepting admission, and regular Internet access. On-campus students, and those studying at supported study locations may use the facilities available in the computing labs. Information about computer use for students is available from the ITS Student Resource Guide in the Monash University Handbook.

Study resources

Study resources we will provide for your study are:

- This Unit Guide outlining the administrative information for the unit.
- A guide to Assignments in the unit.
- The FIT9006 web site on Blackboard, where lecture slides/ notes, weekly tutorial requirements, assignment specifications, sample solutions and supplementary study material will be posted.
- Announcements and discussion groups that can be linked to from the Unit Homepage.
- Audio-recorded weekly lectures available on MULO:
<http://www.mulo.monash.edu.au/fac-infotech.html>

Assessment

Overview

Practical Assignments: 40%; Examination: 60%. A pass in both components is required in order to pass the unit.

Faculty assessment policy

To pass a unit which includes an examination as part of the assessment a student must obtain:

- 40% or more in the unit's examination, and
- 40% or more in the unit's total non-examination assessment, and
- an overall unit mark of 50% or more.

If a student does not achieve 40% or more in the unit examination or the unit non-examination total assessment, and the total mark for the unit is greater than 44% then a mark of no greater than 44-N will be recorded for the unit.

Assignment tasks

Assignment coversheets

Assignment coversheets are available via "Student Forms" on the Faculty website:

<http://www.infotech.monash.edu.au/resources/student/forms/>

You MUST submit a completed coversheet with all assignments, ensuring that the plagiarism declaration section is signed.

Assignment submission and return procedures, and assessment criteria will be specified with each assignment.

• Assignment task 1

Title:

Assignment 1: IT/IS Strategy in Organisations

Description:

This assignment is designed to test your understanding about the significance of IT/IS strategy in business organisations in general and small and medium organisations (SMEs) in particular. .

Weighting:

20%

Due date:

Week 6: 28th August (Friday), 2009

• Assignment task 2

Title:

Assignment 2: IT Systems Success: A Critical Analysis of Two Cases

Description:

This assignment is designed to test your understanding about the key factors that generally contribute to the success of IT systems in organisations. It aims to compare how the critical factors discussed in the existing IT literature sources can help explain (and sometimes even predict) the success of various types of IT systems in real life organisational settings.

Weighting:

20%

Due date:

Week 11 (9th October, 2009) Friday

Examination

- **Weighting:** 60%
- Length:** 3 hours
- Type (open/closed book):** closed book

See Appendix for End of semester special consideration / deferred exams process.

Due dates and extensions

Please make every effort to submit work by the due dates. It is your responsibility to structure your study program around assignment deadlines, family, work and other commitments. Factors such as normal work pressures, vacations, etc. are not regarded as appropriate reasons for granting extensions. Students are advised to NOT assume that granting of an extension is a matter of course.

Students requesting an extension for any assessment during semester (eg. Assignments, tests or presentations) are required to submit a Special Consideration application form (in-semester exam/assessment task), along with original copies of supporting documentation, directly to their lecturer within two working days before the assessment submission deadline. Lecturers will provide specific outcomes directly to students via email within 2 working days. The lecturer reserves the right to refuse late applications.

A copy of the email or other written communication of an extension must be attached to the assignment submission.

Refer to the Faculty Special consideration webpage or further details and to access application forms:
<http://www.infotech.monash.edu.au/resources/student/equity/special-consideration.html>

Late assignment

Assignments received after the due date without an approved extension will be subject to a penalty of 5% of total assignment marks per day late. Assignments received later than two weeks after the due date will not normally be accepted.

Return dates

Students can expect assignments to be returned within two weeks of the submission date or after receipt, whichever is later.

Appendix

Please visit the following URL: <http://www.infotech.monash.edu.au/units/appendix.html> for further information about:

- Continuous improvement
- Unit evaluations
- Communication, participation and feedback
- Library access
- Monash University Studies Online (MUSO)
- Plagiarism, cheating and collusion
- Register of counselling about plagiarism
- Non-discriminatory language
- Students with disability
- End of semester special consideration / deferred exams